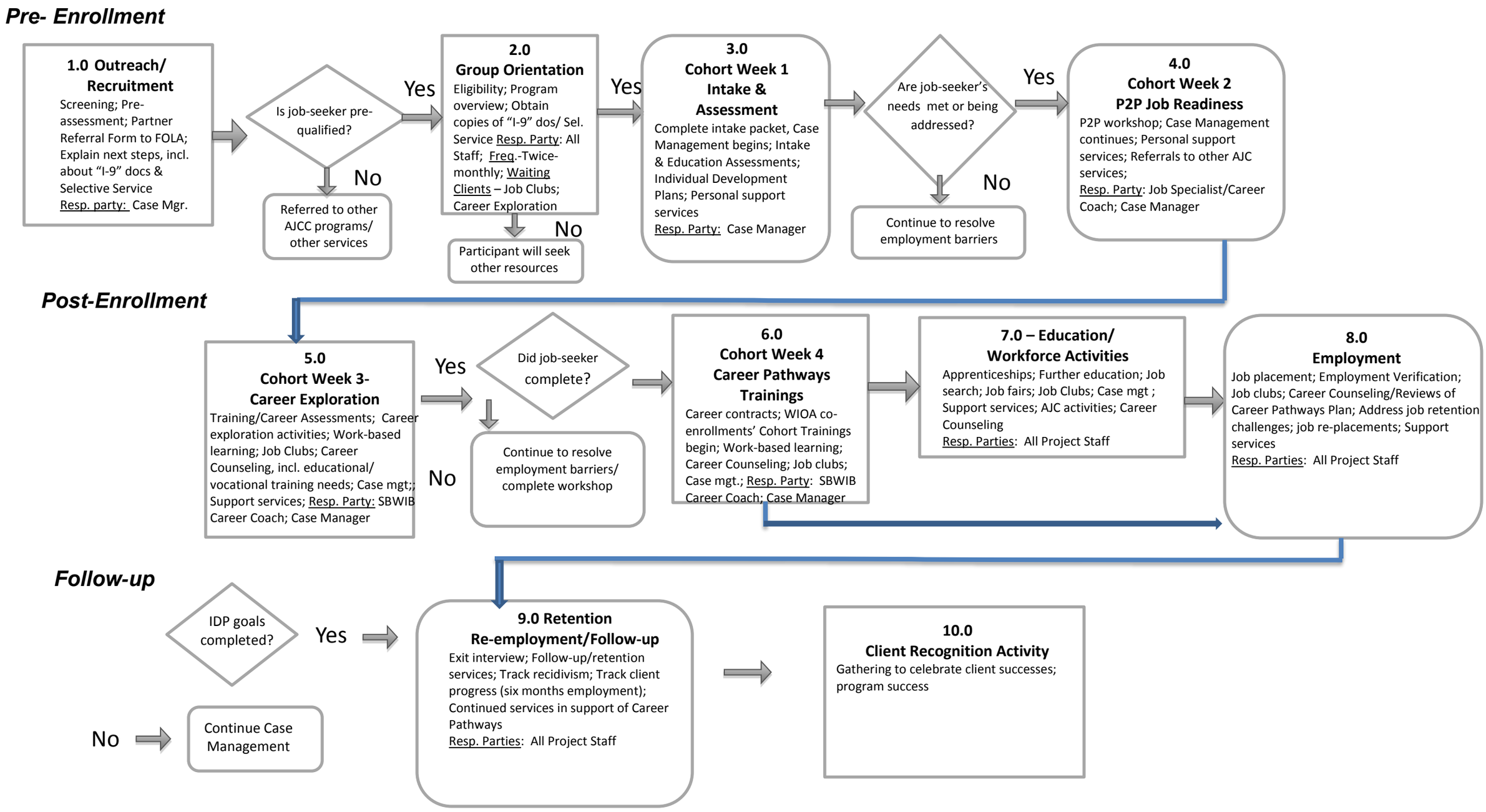CLIENT FLOW CHART